

Participant Advisory Committee

March 18, 2026

**PA Health & Wellness Northeast Participant Advisory Committee Meeting
March 18, 2026**

**Roads to Freedom, Williamsport, PA – virtual
MyCIL, Scranton, PA**

Internal Attendance Record (Quorum, if applicable = *[needed or NA]*)

(X = *phone conference*, P = *in person attendance*)

March	PHW Staff/Observers	Title
X	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
X	Kayla Stadelman	Community Resource Coordinator III
P	Athena Aardweg	Program Manager II
X	Jessica Anglin	Senior Product Performance and Analyst
X	Dr. Craig Butler	Medical Director
X	Drea Bey	Membership Retention Specialist
X	Heather Boone	Provider Engagement and Training Specialist
P	Theresia Kody	Senior Resource Specialist
X	Molly Holbrook	Accreditation Specialist II
X	John Savidge	HEDIS Operations Manager
X	Tiesha Grundy	Health Equity Specialist
X	Jewell Mayo	Supervisor of Grievances and Appeals
X	Brendin Tupta	Project Manager I
X	Ralph Ramos	Supervisor of Care Management
X	Tina McCullough	Membership Retention Specialist
X	Gina Colon	Membership Retention Specialist

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External Attendance Record

(X = phone conference, P = in person attendance)

March	Name	Title
X	Keeley Anglin	OLTL Representative
X	Ben Spager	OLTL Representative
X	Cathy Caris	Participant
X	Kelly Brown	CIL Partner
X	Bo Hoban	CIL Partner
X	Chris Seafross	Participant
X	Harold Cameron	Participant
X	Bob Seafross	Caregiver
X	Misty Dion	CIL Partner
X	Jodi Ricketts	CIL Partner
X	John Basinger	CIL Partner
X	Miriam Pagan	Participant
X	Yasmine Maldonado	External Service Coordination Partner

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
I. Call to Order	Greg Hershberger called the meeting to order at 1:03 PM	N/A	N/A	Greg Hershberger
II. Announcements +	Roll call was conducted.	N/A	N/A	Greg Hershberger
III. Review/Approval of the Minutes	Greg Hershberger discussed that minutes are posted on our website and reviewed.	N/A	N/A	All
IV. New Business + A. MD Update B. Health Education	Presented by Dr. Craig Butler. Let us know of any topics you would like to covered in future PAC meetings. <u>Heart Health</u> What is heart disease? What are the symptoms of heart disease? ▪ Arrhythmia – Irregular heartbeat ▪ Heart Attack – chest pain, shortness of breath ▪ Heart Failure – chest congestion, fluid retention What are the risk factors for heart disease? ▪ High blood pressure ▪ High cholesterol ▪ Smoking ▪ Diabetes ▪ Obesity ▪ Excessive alcohol use ▪ Low activity levels Call 911 if you feel any pain. Don't wait! Q: Recently had some difficulty breathing with an increased heart rate in the 170s. Went to see a cardiologist and diagnosed	N/A	Dr. Butler to get PTP info to discuss heart condition challenges with PTP.	

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	with sinus tachycardia and SVT. Has asked for more hours due to dizziness and falls backwards a lot and gets sweaty with palpitations. On 2 new medications with no changes, even with an increase in dosage, no change. R: Dr. Butler suggests taking that convo “offline” and not in this setting and keeping her medical privacy private. Will follow-up with Athena or Greg to get in touch with PTP to talk more. R: Also make sure you are connected with your SC and they are aware of those issues and it is in your plan. <u>High Blood Pressure</u> World Health Organization estimates that <u>46%</u> of adults with hypertension don’t know they have it. 120/80 is now considered “elevated” High blood pressure (hypertension) has no symptoms and can be dangerous if not treated. Hypertension puts you at risk for stroke, heart attack and other problems. Symptoms Usually, high blood pressure causes no signs or symptoms. That’s why healthcare providers call it a “silent killer.” Prevention • Healthy Diet • Cut down on salt • Exercise • Medication • Regular checkups with your PCP Q: How often should you see your PCP? R: Once a year at a minimum depending on your medical history			

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B. Covid-19/Fluvention	<u>Pulmonary/Airway Diseases</u> • <u>C</u>hronic <u>O</u>bststructive <u>P</u>ulmonary <u>D</u>isease (COPD) Caed by inhaling pollutants, which includes tobacco smoking and second-hand smoke, but other causes of COPD can be fumes, chemicals and dust found in work environments, and genetics. • Asthma A chronic lung disease that causes inflammation and narrowing of the airways, making it difficult to breathe. Symptoms include coughing, wheezing, chest tightness, and shortness of breath. • Emphysema A chronic lung disease that damages the air sacs in the lungs, making it difficult to breathe. Q: Had a friend diagnosed with COPD and the friend never smoked or anything. Her doctor said it could've something as simple as banging chalk erasers together for 30 years as a teacher. R: Genetics can also play a part but definitely could not rule out something like banging chalk erasers. Goes without knowing.	N/A	N/A	
	Presented by Susan Foster. Fluvention® is an annual program by PA Health & Wellness designed to promote vaccinations as the key to flu prevention. By increasing annual influenza vaccination rates in high-risk members, health related complications and excess healthcare costs are greatly reduced. Educational materials are shared with			

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	our participants and healthcare providers by things such as email, general mail, text messaging, and phone messaging. This program targets high-risk groups, which include: • People who are 65+ years • People with chronic health conditions (COPD, Diabetes, heart disease, etc.) • Women who are pregnant The flu virus changes every year. Getting a yearly vaccine helps protect yourself and those around you. Plus, it's available at no cost to you. <u>Key Flu Points</u> • Influenza (flu) is a contagious respiratory illness caused by flu viruses that infect the nose, throat, and lungs • There are two main types of flu viruses: Influenza A and Influenza B. These are the types of flu that are responsible for seasonal flu epidemics each year and determine how flu vaccines are made • Flu can cause mild to severe illness, including death • Flu viruses are spread mainly by tiny water drops made when people with flu cough, sneeze, or talk • The best way to prevent getting the flu is by getting a flu vaccine each year, as well as good personal hygiene, like hand washing Flu, COVID, and RSV Activity as of January 30, 2026 • The amount of acute respiratory illness causing people to seek health care in Pennsylvania is now at a moderate level. • Seasonal (Acute) respiratory illness activity remains			

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C. HEDIS Operations	elevated nationally and increased this week after three weeks of decreasing trends. • RSV activity is elevated in many areas of the country. • COVID-19 activity is elevated in some areas of the country. If you need help finding where to get your vaccine or have questions about the flu or other health concerns, please call us at the participant services number on the back of your participant ID card. We are here to help! Questions? PHW Website: www.pahealthwellness.com PHW Participant Services: 1-844-626-6813 (TTY711) HEDIS measures presented by John Savidge. Schedule your Annual Preventative Visit (APV) APV Barriers: <u>Participant</u> - Participation - Benefit Awareness - Logistics - Trust Issues (Social Media vs. Provider) - No Primary Care Provider <u>Provider</u> - Care Gap Coordination - Engagement Missed Opportunities - Documentation & Billing - Time & Workload	N/A	Adding preventative care months into the PHW and provider newsletter?	

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D. Marketing Materials	Competing Expectations Annual Preventative Health Calendar overview for April, May, June 2026 Q: CM works with aging community and is concerned on how to get this information to the senior community about what months are which for annual preventative months. R: It would be nice to push our providers to push these initiatives and make sure the patients/PTPs are aware. R; Is this something we could add into our Newsletter? Provider Newsletter as well. Greg Hershberger presented. <u>Health Insurance Portal App</u> Stay Connected & Informed. • Search for Care • Find doctors and urgent care near you, change your primary care doctor and more. • View Your Benefits • See the benefits and services available to you. • Access your Participant ID Card • Open your digital Participant ID card in the app or save it to your smartphone wallet. • Take a Health Quiz • Let us know your health needs. Download the App: Search for “Health Insurance Portal” in the App Store or Google Play. Select Pennsylvania and create an account.	N/A	N/A	

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A. Complaints and Grievances	Health Education Advisory Committee Concluded at 1:53 PM Participant Advisory Committee Started at 1:53 PM Molly Holbrook reviewed the Q3 information for 2025. A complaint can be about: • Issues with a particular provider • Failure of PHW to provide a service in a timely manner • Failure of PHW to resolve a complaint or grievance within 30 days • Denial of a service because it is not covered by PHW A grievance can be about: • Full denial of a service • Denial of a service but an alternative service is approved instead • Reduction of a service from the previously approved level How do I file? • Call into our call center and let the agent know you'd like to file a complaint or a grievance ▪ 1-844-626-6813, TTY/PA Relay 711 • Send us a letter: ▪ Attn: Complaints and Grievances Unit 1700 Bent Creek Blvd. Suite 200 Mechanicsburg, PA 17050	N/A	N/A.	

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	- Send us a fax 1-844-873-7451 <u>What happens after I file a complaint or grievance?</u> You will receive an acknowledgement letter in the mail with a brief description of the issue - There will be a form attached you can send back to us if you want to provide more information, but it is not required You will receive a scheduling letter in the mail with at least 10 days' notice of the date and time of a hearing - You can attend the hearing if you wish, but it is not required Note: your attendance does help provide us with additional context and information about your needs. - Once the hearing is completed, you will receive a decision notice in the mail within 30 days from the date you filed your complaint or grievance - There are additional instructions on each decision notice if you wish to file a higher level of complaint or grievance "Other" category has the highest percentage of complaints at 49%. Personal Assistance Services (PAS) has the highest percentage of grievances at 94%. Q: Client had PAS hours cut. But the hours are cut before the grievance is filed. Are the hours supposed to cut before or after the grievance? R: If the PTP files the grievance within 15 days of the mail date of the decision then the hours should stay the same until after the	N/A	N/A	

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B. Customer Service	grievance. IF there is a change in condition the PTP can request a change in condition assessment at any time as well. Joanna Lewis presented on Customer Service. Participant and Provider incoming calls - PHW met the metrics for Q4 2025: 17 seconds average speed to answer PTPs, 15 seconds average speed to answer providers. Abandoned rate for calls Q4 2025 was 1.7% for participants and 1% for providers. All goals met. 132,622 total calls from PTPs in 2025 95,455 total calls from Providers in 2025	N/A	N/A	
C. Other Services	Presented by Greg Hershberger. <u>#11 – Participant-Directed Community Supports</u> What is it? This service is for participants who want to direct their own services, hire and train their direct care worker (DCW), direct their (DCW's) schedule, and when necessary, terminate the employment of their DCW. Example: Self-directed Personal Assistance Services <u>Thrive Team: Support Broker Pilot Presentation</u> What is a CIL? A Center for Independent Living in a community-based, nonprofit organization dedicated to empowering people with disabilities to live independently and fully participate in their communities. Every CIL Provides 5 core services: information and referral, independent living skills training, peer			

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	counseling, advocacy, and transition support for youth and individuals moving from institutions to community living. Many CILs also offer additional programs such as job readiness, housing assistance, assistive technology, community education and more. Support brokers are trained professionals who assist participants and CLEs effectively manage their services by assisting in the following areas: Peer support, advocacy, person-centered planning, budgeting hours, Evvie support, conflict resolution training, monthly contact, goal setting, staff management training, IL skill training, DCW onboarding support, informal support, information and referral services, recertification support for Medicaid based programs, DCC site navigation support, interviewing skills, gap closures, support communication with SC. Support brokers do not make decisions for participants. What we hope to achieve is greater independence through informed choice and self-advocacy, reduced DCW onboarding times to meet staffing needs, improved management of hours and EVV rates, fewer corrective actions or gaps in services, strengthen the participant directed philosophy across the entire state. Available throughout entire state of PA Contact information: E-mail: pdoprogram@trivecil.org Phone number: 717-731-1900 option 4 Website: www.ThriveCIL.org	N/A	N/A	

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D. Employment Services	Theresia Kody presents on Employment. PHW Website Community Resources – Metrics and Navigating Metrics: 3 main pages: Employment, Housing, Food Examples July-Dec 2025: SDoH – 669 views and 560 total users Employment Resources – 506 views and 423 total users Food Resources – 447 views and 424 total users Site Navigation (Meaningful) Employment and Health: Meaningful employment has the ability to provide purpose. Research shows there are 3 areas that folks find meaning in life: relationships, leisure activities, & work. Want to work or explore possibilities? Employment@PaHealthWellness.com	N/A	N/A	
E. Health Equity	Presented by Felicia Alexander. PA property Tax/Rent Rebate Program • 2025 Property Tax/Rent Rebate Season: Older Adults and People with Disabilities (18 and older) may be eligible to receive up to \$1,000 in rebates. • IRS is accepting applications for rebates on property taxes or rent paid in 2025. • Eligible Homeowners and Renters: Program provides a rebate ranging from \$380 to \$1000.			

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F. Community Relations and Outreach	- How to Access: Online, Download a Paper Application, Apply In-Person, Area on Aging Agency, Senior Centers https://mypath.pa.gov/ (highly encouraged, if possible) - PA-1000 Property Tax or Rebate Claim Form - If you live in Philadelphia, Pittsburgh or Scranton, you may be eligible for Supplemental Rebates for an additional \$190-\$500 in relief to applicants with the most need. These rebates are automatically calculated for homeowners with \$32,070 or less in income whose property taxes are more than 15% of their total income. Total household income must be \$48,110 or less annually. - Deadline to submit your application is June 30, 2026. - Department of Revenue: 1-888-222-9190.	N/A	N/A	
	Drea Bey presented. <u>National Nutrition Month</u> Managing Stress Through Nutrition - Stress and food cravings go hand in hand - Chronic stress can lead to chronic health conditions such as hypertension, diabetes, depression, and digestive issues. - There are healthy food options such avocados, decaf tea, eggs, nuts, yogurt - Get sleep, stay hydrated, exercise, and mindfulness practices			

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A. Performance Improvement Project (PIP) – non-clinical and clinical	<u>Manna</u> • Get Fresh Cooking Class • Online Class • Thursday, March 26, 2026, 3-4pm • Spatulas, Measuring Cups and Collander https://us02web.zoom.us/meeting/register/rkQxZ324Qj60X1vB6sqSmQ Community Events: SW: Pittsburgh Senior Expo on March 26th 10am-1pm it is free, you just have a register. If you are interested in this event reach out to get more info. PHWCommunityOutreach@pahealthwellness.com	N/A	N/A	
	This concluded the Participant Advisory Committee Meeting at 3:02 PM. The Board Advisory Committee meeting started at 3:02 PM. Brendin Tupta presented. Clinical and Non-Clinical PIP Update: We were working on the latest Interim PIP Submissions due February 27th. Our focus right now is on ensuring all data for each measure is collected and accurate and then focusing on the narrative discussion for each piece. Q1 – Q4 Intervention Tracking Measure data will be submitted to			

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	the state for this submission. Overall Intervention Tracking Measure performance is increasing in MY2025. PHW continues to collect data quarterly for each PIP project. • PHW Update to the Value Based Performance (VBP) Intervention. ▪ We have reworked the VBP to work with a new program called the Care Insights program. ▪ This program is established through selected personal assistance service providers who utilize this program ask regular questions about the participant's health and status. ▪ The answers to these questions can trigger an alert to our service coordinators, allowing us to make prompt outreach to the PTP to address arising concerns. • The aim of the VBP intervention is to decrease re-admission rates among PTPs who are enrolled in the program. • At the conclusion of the current Interim submission, we will have much more data and information to share at the next PAC meeting. This concluded the Board Committee meeting at 3:07 PM with a reminder that the next meeting will be June 2026.			

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VII. Next Meeting Date +	June 2026	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 3:07 PM.	Adjourned	N/A	N/A

Respectively submitted,

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Minutes prepared by (name & title): Kayla Stadelman, Community Resource Coordinator III	Signature:	Date: 03/18/2026
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